



HELPLINE REPORT 2005

**CONNECTICUT COUNCIL on
PROBLEM
GAMBLING**

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2005 PROBLEM GAMBLING HELPLINE REPORT- FOREWORD

The Connecticut Council on Problem Gambling (CCPG) operates a 24-hour Helpline service for callers seeking help with a gambling problem for themselves or someone they care about. Callers seeking more general information about problem gambling are referred to the CCPG's office.

Annually, a report is compiled that reflects calls received by the Helpline in the prior year. Information in the 2005 report was gathered on 579 calls received between January 1, 2005 and December 31, 2005 that were specific requests for help with a gambling problem. Of the 579 callers, 412 callers were either calling from Connecticut or were calling about someone residing in Connecticut. In order to provide a more accurate picture of the impact on problem gambling in the state of Connecticut, only Connecticut information is included in this report beyond Table 1. Of the 412 Connecticut callers, 300 were problem gamblers who resided in the state, and 112 were callers representing the significant others of problem gamblers.

In order to understand the similarities and differences of the impact of problem gambling on the gambler and significant other, this report is presented in two parts, data collected from the Problem Gambler and data from the Significant Other. At the end of the report, conclusions and recommendations are provided for both groups.

Helpline data provide a valuable picture of the demographic characteristics, behavior patterns and gambling experiences of problem gamblers and their families across Connecticut. However, it is necessary to enlarge the scope of knowledge of the extent of problem gambling in Connecticut through state sponsored studies every five years which have representative samples of youth and adults and include samples of patrons at Connecticut gambling sites. It is critical to monitor the impact of legalized gambling on social costs.

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HELPLINE CALLERS¹

State of residence of all callers (n = 535):

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Connecticut	90%	87%	93%
Massachusetts	1%	1%	1%
Rhode Island	1%	1%	1%
New York	.2%	0%	.4%
Elsewhere	8%	11%	5%

Top 5 cities of residence of all Connecticut callers (n = 545):²

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Waterbury	4%	6%	4%
Bridgeport	3%	5%	3%
Hartford	3%	4%	3%
New Haven	3%	4%	3%
Norwich	3%	4%	3%

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1. Numerical information in tables prepared by Yale University, Department of Psychiatry. Summaries and interpretations of data were written by CCPG. As no tests of statistical significance were conducted, all comparisons between categories in this report represent apparent trends.
 2. Caution should be exercised in comparing percentages of Helpline problem gamblers across cities due to large differences in size of population across cities.

PROBLEM GAMBLERS

The following tables represent information gathered specifically regarding the caller's gambling problem.

1. Callers to the Helpline:

	<u>Total</u>	<u>Male</u>	<u>Female</u>
Called about own problem	73%	58%	42%
Significant Others	27%	20%	80%

- Approximately 3 out of 4 callers were gamblers.
- 8 out of 10 significant others were female.

2. Age of problem gamblers:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
10-19	1%	2%	0%
20-29	15%	18%	11%
30-39	21%	23%	18%
40-49	29%	28%	31%
50-59	19%	15%	24%
60-69	11%	10%	13%
70-79	3%	2%	3%
80-89	0%	0%	0%
Mean Age	44 years	42	46

- Male problem gamblers were younger than female problem gamblers: 43% of males and 29% of females were under 40 years old.
- The gender difference was most evident in two age ranges:
Age 20-29: 18% males vs. 11% females
Age 50-59: 15% males vs. 24% females

3. Top four ethnic/racial groups of problem gamblers:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Caucasian	80%	84%	73%
African-American	13%	9%	19%
Latino/Hispanic	4%	6%	2%
Asian/Pacific Islander	3%	2%	6%
Other	3%	4%	1%

4. Religious affiliations of problem gamblers:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Catholic	54%	56%	50%
Protestant	23%	19%	28%
Jewish	4%	5%	3%
Muslim	3%	1%	0%
Other	4%	6%	2%
None	12%	11%	13%

- Among Catholics, there were more male (56%) than female (50%) problem gamblers. The reverse was true among Protestants: males (19%) and females (28%).

5. Marital status of problem gamblers:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Married	42%	46%	37%
Single	33%	36%	30%
Divorced	16%	12%	21%

The remaining 6% were: cohabiting (2%) separated (4%) or widowed (2%).

6. Percent of gamblers who have children under the age of 18 living with them:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
	31%	31%	31%

7. Educational level of problem gamblers:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Less than high school	14%	16%	12%
High school	24%	24%	24%
Some college	34%	29%	40%
Associates degree	6%	5%	7%
Bachelor's degree	16%	17%	13%
Master's Degree or Higher	5%	7%	2%

8.a. Occupations of problem gamblers:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Service	31%	28%	35%
Management/Professional	16%	19%	12%
Sales/Office	10%	8%	13%
Unemployed	9%	7%	12%
Military	8%	13%	1%
Veterans	8%	14%	1%
Construction & Maintenance	6%	9%	1%
Retired	5%	5%	5%
Production & Transportation	3%	4%	3%
Student	2%	2%	1%
Farming, Fishing & Forestry	1%	2%	0%

- Female problem gamblers reported high rates of unemployment (12%).
- Males currently in the Military or now Veterans have high rates for problem gambling (13% and 14%).

8.b. Supplemental income sources

<u>Earning type</u>	<u>Total</u>	<u>Males</u>	<u>Females</u>
Social Security	10%	10%	10%
Disability	4%	3%	6%
SSI	2%	2%	2%
Workers Compensation	1%	1%	1%
Retirement	1%	2%	1%
State Assistance (welfare)	1%	1%	1%
Unemployment Benefits	1%	1%	0%

9. Income of problem gamblers:

<u>Earnings</u>	<u>Total</u>	<u>Males</u>	<u>Females</u>
Less than \$25,000:	24%	22%	26%
\$25,000 - \$34,999:	15%	9%	23%
\$35,000 - \$49,999:	18%	19%	16%
\$50,000 - \$74,999:	21%	23%	20%
\$75,000 - \$99,999:	10%	11%	8%
\$100,000 and more:	13%	17%	6%

- There were a higher proportion of female problem gamblers (49%) than male problem gamblers (31%) that earned less than \$35,000.
- At the lowest income level (below \$25,000) there were slightly more female (26%) than male (22%) problem gamblers.
- For income levels of \$50,000 and above, there are more male (51%) than female (34%) problem gamblers.

10.a. Areas of gambling in which problems were identified

A number of respondents selected more than one type of gambling. Percentages below may be affected by the extent of differences in availability of the Helpline number across the various sites at which gambling takes place.

Non-Casino Gambling

	Total	Males	Females
Lottery – Scratch Off	31%	33%	28%
Lottery - Daily	11%	13%	9%
Lottery – Lotto	8%	10%	5%
Lottery – Powerball	8%	11%	5%
Cards	5%	7%	2%
Sports Betting	5%	9%	0%
Horse Racing	4%	10%	1%
Internet	4%	10%	2%
Dog Racing	3%	5%	0%
Raffles	2%	2%	1%
Stock/Financial Markets	2%	2%	1%
Dice	2%	2%	2%
Bingo	1%	0%	2%
Sweepstakes	1%	1%	1%
Business Speculation	0%	0%	0%

Casino Gambling

	Total	Males	Females
Slots	50%	34%	72%
Blackjack	29%	39%	17%
Poker	15%	20%	8%
Roulette	11%	15%	6%
Craps/Dice	8%	10%	5%
Video Poker	6%	7%	4%
Horse Racing	3%	5%	1%
Keno	3%	3%	2%
Baccarat	2%	2%	1%
Bingo	1%	1%	1%

- Females far more often than males reported having a problem with slot machines (72% vs. 34%).
- Males far more often than females reported having a problem with blackjack (39% vs. 17%), internet (10% vs. 2%), poker (20% vs. 8%), craps (10% vs. 5%) and horse racing (10% vs. 1%).

10.b. Top five rankings of all forms of gambling:

<u>Total</u>	<u>Males</u>	<u>Females</u>
1. 50% Slots	1. 39% Blackjack	1. 72% Slots
2. 31% Lottery- scratch off	2. 34% Slots	2. 28% Lottery - scratch off
3. 29% Blackjack	3. 18% Lottery – Scratch off	3. 17% Blackjack
4. 15% Poker	4. 20% Poker	4. 15% Lottery - Daily
5. 11% Lottery- Daily 11% Roulette	5. 15% Roulette	5. 8% Poker

- Connecticut problem gamblers calling the Helpline reported having the most difficulty with casino gambling and lottery gambling (mainly scratch-off tickets).

11. Number of different areas of gambling in which problems were identified.

<u>Number of areas</u>	<u>Total</u>	<u>Males</u>	<u>Females</u>
1	51%	41%	65%
2	22%	26%	17%
3	9%	12%	6%
4	8%	11%	5%
5	3%	4%	3%
6	1%	1%	0%
7	1%	1%	1%
8	1%	1%	0%

- Overall, problem gamblers had an average of 2.2 areas of gambling in which they had a problem. More males (56%) than females (32%) had a problem in two or more areas.

12. The following problems are reported to have resulted from gambling:

<u>Emotional:</u>	<u>Total</u>	<u>Males</u>	<u>Females</u>
Anxious/worried	78%	75%	84%
Depression	73%	69%	78%
Thoughts of suicide	16%	15%	17%
Suicide attempts	3%	2%	5%

<u>Interpersonal:</u>	<u>Total</u>	<u>Males</u>	<u>Females</u>
Family or spouse conflict	54%	58%	48%
Family neglect	45%	44%	46%
Family violence	10%	9%	11%

<u>Financial:</u>	<u>Total</u>	<u>Males</u>	<u>Females</u>
Used savings/equity	77%	76%	77%
Problems paying bills	67%	64%	71%
Borrowed from credit cards	45%	42%	49%
Borrowed from family	22%	20%	25%
Borrowed from friends	18%	18%	18%
Bankruptcy (previous or pending)	16%	15%	18%
Eviction	4%	4%	4%
Debt owed to bookies	2%	4%	0%

<u>Substance Abuse:</u>	<u>Total</u>	<u>Males</u>	<u>Females</u>
Excessive use of alcohol	8%	8%	8%
Use of illegal drugs (Rx or non-Rx)	2%	2%	3%

<u>Legal:</u>	<u>Total</u>	<u>Males</u>	<u>Females</u>
Arrested	8%	10%	5%
Jail or prison	2%	3%	0%

Serious consequences of problematic gambling are evident for both genders in all categories: depression, anxiety and suicidality; family conflict and neglect; debts and bankruptcy.

Males and females had an overall similar profile of negative consequences of problem gambling, with the following differences:

- Males had greater family/spouse conflict, legal issues (arrests & jail), and debt to bookies.
- Females reported more anxiety/worry, depression, and greater credit card debt and debt with family members than did males.
- Females reported a 2% increase in suicide attempts and a 4% increase in family violence.

13. The following were reported by the gambler at the time of the initial Helpline call:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Danger of harming someone	.3%	1%	0%
Danger of being harmed	1%	1%	1%
Danger of harming self	1%	1%	1%

14. In the family in which the problem gambler grew up, there was a history of the following problem behaviors:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Alcohol abuse	36%	31%	42%
Gambling problem	33%	30%	37%
Abusive behavior	25%	20%	32%
Drug abuse	15%	15%	16%

- High rates of substance abuse (especially alcohol), problem gambling and abusive behavior were reported in the families in which problem gamblers grew up.
- Females more than males reported a family history of problem gambling (37% vs. 30%).
- Females demonstrated at least a 5 % increase in each area of problem behavior noted above.

15. Average age began gambling/average age when problem began/average number of years before called Helpline:

	<u>Total</u>	<u>Male</u>	<u>Female</u>
Age began gambling	30 yrs	27 yrs	35 yrs
Age gambling began to be a problem	37 yrs	34 yrs	41 yrs
Years of problem gambling before calling Helpline	7 yrs	7 yrs	6 yrs

- Females began gambling eight years later than males.
- After a problem developed, females called the Helpline an average of one year sooner than males (6 years vs. 7 years).

16. Average financial losses of problem gamblers:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Money lost last 12 months	\$25,488	\$25,572	\$25,357
Money lost during lifetime	\$127,388	\$126,173	\$129,487
Current gambling debt	\$30,656	\$37,776	\$21,304

- Gambling losses within the past 12 months and current debt (each approximately \$25,000) is extremely high relative to the income of problem gamblers [39% of problem gamblers earned less than \$35,000 -see # 9 above].

*Not included in these figures for lifetime losses is one caller who reported a loss of three million dollars.

17. Persons or institutions to which gambling debts are owed:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Owed to credit cards	45%	42%	49%
Owed to family	22%	20%	25%
Owed to friends	18%	18%	18%
Owed to banks	9%	8%	11%
Owed to co-workers	4%	4%	5%
Owed to casinos – credit line	4%	3%	6%
Owed to bookies	2%	4%	0%

- Females more than males owed credit card gambling debt (49% vs. 42%)
- Females more than males owed money to family (25% vs. 20%) while males owed more money to bookies (4% vs. 0%).

18. Reported other excessive behaviors of problem gamblers:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Tobacco	48%	45%	53%
Work	24%	25%	23%
Food	18%	15%	24%
Spending/Shopping	12%	9%	16%
Alcohol	8%	8%	8%
Sex	4%	5%	2%
Drugs	2%	2%	3%

- Problem gamblers had an average of 1.1 areas of excessive behavior (including problem gambling), with males averaging 1 and females averaging 1.2 areas.
- Very high rates of excessive behaviors were reported for tobacco (48%) and work (24%), and high rates for food (18%), spending/shopping (12%) and alcohol (8%).

Gender Differences:

- Excessive behaviors related to tobacco, food and spending/shopping were reported more frequently for females, while excessive work, as well as tobacco and food, was more frequently reported by males.

19. Ever received help for a gambling, substance or other mental health problem:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Ever attended Gamblers Anonymous	16%	17%	14%
Ever received professional gambling treatment	7%	9%	5%
Ever attended a 12-step group for alcohol or drugs	13%	15%	12%
Ever received treatment for mental health problems	18%	16%	22%

20. The top four sources where the Helpline number was found:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Telephone book	25%	24%	28%
Lottery point of purchase	17%	19%	16%
Mohegan Sun	14%	12%	16%
Foxwoods Resort Casino	13%	12%	15%

- In addition to the above, an average of eight (7%) percent of problem gamblers found the Helpline number via the Internet (11% males and 3% females).

21. The top four resources suggested to callers by the Helpline:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Gamblers Anonymous (GA)	99%	99%	98%
State Sponsored Treatment Programs	98%	98%	97%
Call Helpline Again	83%	79%	89%
Literature	76%	72%	81%

SIGNIFICANT OTHERS (SO)

The following tables represent information gathered from a concerned or significant other regarding the effects of another person's gambling problem upon the caller.

1. Callers to the Helpline:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Called about someone else's problem	27%	20%	80%

- Three out of every 10 people who called the Helpline about a gambling problem, called with concern about someone else's problem.
- Four times as many females than males called with concerns resulting from another person's gambling problem (80% vs. 14%).

2. Relationship to problem gambler:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Spouses/Relatives of the problem gambler	83%	77%	89%
Friends of the gambler	13%	23%	10%
Other relationship to gambler	4%	0%	4%

- More females than males called specifically about a family member's problem (89% vs. 77%) and more males called about a friend's problem gambling than did females (23% vs. 10%).

3. Callers were asked for which person(s) they were seeking assistance*:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Person calling	71%	55%	75%
Spouse	29%	27%	29%
Adult child	22%	9%	26%
Parent	18%	23%	17%
Friend	11%	23%	8%
Sibling	8%	5%	9%
Child under 18 years of age	6%	5%	7%
Relative	5%	5%	4%
Employee	1%	0%	1%
Co-worker	1%	0%	1%
Employer	0%	0%	0%

- Approximately three out of four (75%) of the SO's called for help for themselves as well as the problem gambler.
- When asked if the caller wanted help to deal with the effects of the problem gambling whether or not the gambler seeks help, almost three out of four (75%) callers said yes.
- Average number of people for whom SO's were seeking assistance:

<u>Total</u>	<u>Males</u>	<u>Females</u>
1.8	1.7	1.9

* Some callers desired assistance for more than one person.

4. Gambler awareness that SO was calling for assistance:

- Sixty-four (67%) percent of SO's stated the problem gambler did not know a call to the Helpline was being placed and just over half (55%) planned on telling the gambler about the call.

5. Significant others who are reported to be negatively affected by the gambling:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Spouse of gambler	38%	55%	33%
Parent of gambler	37%	32%	38%
Adult child of gambler	19%	23%	18%
Relative of gambler	15%	27%	12%
Child (under 18) of gambler	14%	9%	16%
Friend of gambler	11%	23%	8%
Employer of gambler	5%	9%	3%
Co-worker of gambler	4%	9%	2%

6. Length of time significant others have known about the gambling problem

<u>Total</u>	<u>Males</u>	<u>Females</u>
5 years	3 years	5 years

7. Age of the significant others:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
10-19	2%	0%	2%
20-29	13%	18%	11%
30-39	26%	36%	23%
40-49	25%	14%	28%
50-59	23%	18%	14%
60-69	6%	0%	8%
70-79	2%	0%	2%
80-89	3%	14%	0%
Mean Age	44	45	44

8. Top four ethnic/racial groups of significant others:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Caucasian	84%	82%	85%
Asian/Pacific Islander	1%	0%	1%
African-American	9%	9%	9%
Latino/Hispanic	9%	5%	10%
Other	3%	0%	3%

9. Religious affiliations of significant others:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Catholic	55%	59%	54%
Protestant	21%	18%	22%
Jewish	3%	5%	2%
Muslim	0%	0%	0%
Other	4%	0%	4%
None	10%	5%	11%

10. Marital status of significant others:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Married	59%	50%	61%
Single	20%	37%	16%
Divorced	16%	9%	18%

The remaining 6% were: cohabiting (1%) separated (1%) or widowed (4%).

11. Significant others report of children living with significant other and signs of child distress:

- Sixty-seven percent (67%) reported children under the age of 18 living at home with the significant other.

<u>Total</u>	<u>Males</u>	<u>Females</u>
67%	82%	63%

- Two percent (2%) stated that children under 18 in the household were showing signs of stress or distress due to the gambling.
- Fifty percent (51%) reported that the children under 18 were not receiving outside assistance for this stress/distress caused by the gambling.

12. Educational level of significant others:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Less than high school	10%	14%	9%
High school	37%	36%	37%
Some college	22%	14%	24%
Associates degree	6%	14%	4%
Bachelor's degree	6%	5%	7%
Master's Degree or Higher	10%	5%	11%

13. Occupations of significant others:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Service Industry	24%	14%	27%
Management/Professional	11%	18%	9%
Sales and Office	8%	14%	7%
Construction & Maintenance	6%	9%	6%
Production & Transportation	3%	0%	3%
Farming, Fishing & Forestry	1%	0%	1%
Retired	10%	9%	10%
Student	5%	0%	6%
Unemployed	10%	14%	9%

14. Supplemental income sources

<u>Earning type</u>	<u>Total</u>	<u>Males</u>	<u>Females</u>
Social Security	11%	18%	9%
Disability	4%	9%	2%
SSI	3%	5%	2%
Workers Compensation	0%	0%	0%
Retirement	5%	6%	4%
State Assistance (welfare)	1%	0%	1%
Unemployment Benefits	1%	0%	1%

15. Income of significant others:

<u>Earnings</u>	<u>Total</u>	<u>Males</u>	<u>Females</u>
less than \$25,000:	21%	43%	39%
\$25,000 - \$34,999:	9%	4%	19%
\$35,000 - \$49,999:	17%	8%	14%
\$50,000 - \$74,999:	22%	29%	12%
\$75,000 - \$99,999:	9%	13%	14%
\$100,000 - \$149,000:	18%	4%	2%
\$150,000 and more	5%	6%	5%

- A higher percent of females than males earned less than \$50,000 (72% vs. 55%) and a higher percent of males than females earned \$50,000 or more (52% vs. 33%).

16. The following problems of significant others are reported to have resulted from the gambling:

<u>Emotional:</u>	<u>Total</u>	<u>Males</u>	<u>Females</u>
Anxious/worried	75%	73%	76%
Depression	40%	32%	42%
Thoughts of suicide	3%	0%	3%
Suicide attempts	2%	0%	2%

<u>Interpersonal:</u>	<u>Total</u>	<u>Males</u>	<u>Females</u>
Family or spouse conflict	67%	50%	71%
Family neglect	28%	27%	28%
Family violence	3%	0%	3%

<u>Financial:</u>	<u>Total</u>	<u>Males</u>	<u>Females</u>
Used savings/equity	49%	45%	50%
Problems paying bills	35%	36%	34%
Borrowed money	35%	32%	36%
Bankruptcy (previous or pending)	7%	14%	6%
Eviction	1%	0%	1%

<u>Substance Abuse/ Problem Gambling:</u>	<u>Total</u>	<u>Males</u>	<u>Females</u>
Alcohol and other drug abuse	3%	0%	3%
Problem gambling	3%	0%	3%

17. The following were reported by the significant other at the time of the initial Helpline call:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Caller in danger of being harmed by gambler	0%	0%	0%
Caller in danger of being harmed by someone to whom a debt is owed	0%	0%	0%
Caller in danger of being harmed by self	0%	0%	0%
Gambler in danger of being harmed by self	0%	0%	0%
Gambler in danger of being harmed by someone to whom a debt is owed	1%	0%	1%
Gambler in danger of being harmed by caller	0%	0%	0%
Danger of gambler harming someone to whom a debt is owed	0%	0%	0%

18. Significant others that have ever received help for the effects of the gambling problem:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Ever attended a 12-step program (current or past)	3%	5%	2%
Ever received professional gambling treatment	2%	5%	0%

19. The top four sources where the Helpline number was found:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Telephone book	40%	36%	41%
Internet	17%	14%	18%
Lottery point of purchase	11%	18%	9%
Mohegan Sun	7%	9%	7%

- A higher percentage of female than male callers found the Helpline number in telephone books (41% vs. 36%) while more male callers found the Helpline number via the lottery point of purchase (18% vs. 9%).

20. The top four resources suggested to significant others:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
State Sponsored Treatment Programs	99%	100%	98%
Gam-Anon	89%	96%	88%
Call Helpline again	84%	86%	83%
Read Problem Gambling Literature	79%	77%	79%

- Of the 99% referred to the State Sponsored Treatment Programs, sixty (60%) percent of callers agreed to a follow-up call from program.
- A higher percentage of male than female significant others were referred to the above forms of help.
- Eighty-nine (89%) percent of significant others were given Gamblers Anonymous information as a resource for the problem gambler.

ACKNOWLEDGEMENTS

In 1994, the CCPG established Connecticut's first and only 24-hour Problem Gambling Helpline. The Helpline serves problem gamblers and their concerned significant others in Connecticut as well as Massachusetts and Rhode Island. An annual Helpline Report has been issued each year since 1994.

Many thanks to CCPG's dedicated frontline Helpline staff who respond to callers in need:

Norm B.
Donna Z.
John R.
Ron F.

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For more information about the Helpline and to learn more about problem and pathological gambling, or to become involved with CCPG's activities, please visit our website at: www.ccpg.org, or contact our offices at (203) 453-0138.

CCPG
PROGRAMS AND SERVICES

- **PROBLEM GAMBLING HELPLINE:** confidential, toll-free Helpline available 24 hours per day for problem gamblers and their families in Connecticut, Massachusetts and Rhode Island. **800-346-6238**
- **PUBLIC AWARENESS AND PREVENTION EDUCATION:** information provided to all media outlets; lectures and seminars available for a variety of community groups.
- **INFORMATION CLEARINGHOUSE:** education and research materials for family members, at-risk groups and professionals.
- **PROFESSIONAL TRAINING:** training for human service providers on prevention, intervention, and treatment of compulsive gambling.
- **LEGISLATIVE AND PUBLIC POLICY ADVOCACY:** coordination and liaison with state officials, professional associations, and educational institutions to develop policies and expand funding.
- **RESEARCH:** research studies conducted on critical issues and with high-risk populations, e.g., adolescents, senior citizens, women and substance abusers.
- **CORPORATE SERVICES:** educational and programmatic services for the public and private gambling industry and for a variety of for-profit and not-for-profit corporations.